

## Appendix B2: Sentinel Top Complaint Categories<sup>1</sup>

### *Calendar Years 2003 through 2005*

Sentinel Complaint Categories		CY-2003 Complaints / Percentages		CY-2004 Complaints / Percentages		CY-2005 Complaints / Percentages	
1	Advance-Fee Loans and Credit Protection/Repair	19,197	4%	20,168	3%	13,033	2%
2	Business Opps and Work-at-Home Plans	13,995	3%	14,868	2%	16,511	2%
3	Debt Management/Credit Counseling <sup>2</sup>	27	<1%	4,159	1%	2,485	<1%
4	Foreign Money Offers	21,616	4%	35,873	5%	55,419	8%
5	Health Care	5,123	1%	6,336	1%	6,829	1%
6	Identity Theft	215,177	40%	246,847	38%	255,565	37%
7	Internet Auctions	83,162	15%	100,044	15%	80,450	12%
8	Internet Services and Computer Complaints	34,460	6%	38,068	6%	34,465	5%
9	Investments	2,671	<1%	2,796	<1%	3,577	1%
10	Magazines and Buyers Clubs	8,746	2%	8,455	1%	9,273	1%
11	Multi-Level Mktg/Pyramids/Chain Letters	2,461	<1%	2,795	<1%	2,662	<1%
12	Office Supplies and Services	6,989	1%	9,352	1%	7,488	1%
13	Prizes/Sweepstakes and Lotteries	25,745	5%	33,861	5%	48,712	7%
14	Shop-at-Home/Catalog Sales	52,814	10%	52,963	8%	54,549	8%
15	Telephone Services	13,342	2%	14,356	2%	10,286	2%
16	Travel, Vacations and Timeshare	5,069	1%	4,850	1%	6,664	1%

<sup>1</sup>Percentages are based on the total number of Sentinel complaints for each calendar year: CY-2003 = 542,656; CY-2004 = 653,040; and CY-2005 = 686,683.

<sup>2</sup>Fraud category added in CY 2004.